

# Enrolment Support Officer - VET

## HEP Level 5

<b>POSITION NUMBER</b>	914502
<b>ORGANISATIONAL UNIT</b>	Student Administration
<b>POSITION REPORTS TO</b>	Enrolments Coordinator
<b>OVERALL PURPOSE</b>	The overall purpose of the Enrolments Support Officer is to provide high level operational advice, support and planning to all Victoria University stakeholders for all enrolment activities, specifically including students, Colleges and Victoria University. Fundamental to this role is ensuring high level focus on enrolment compliance, planning, reporting and wide ranging liaison with stakeholders to ensure all students are enrolled efficiently and enrolment related activities are reported and delivered as scheduled.
<b>ORGANISATIONAL CONTEXT AND RELATIONSHIPS</b>	<p><b>Within the University the position:</b></p> <ul style="list-style-type: none"> <li>works closely with Students, Colleges and all departments within Student Services.</li> </ul>
<b>LOCATION/CAMPUS</b>	The position is currently located at the Footscray Park Campus of the University. The position and incumbent may be relocated to any other existing or future University work locations where it conducts its operations.

### KEY CAPABILITIES

Victoria University is committed to building core capability across VU through investment in our staff, our systems and our processes. We will develop the capabilities of our staff to:

**Deliver** – Excellence Results-driven, accountability, problem solving focus.

**Engage** – Customer service mind-set internally, externally and particularly for students.

**Collaborate and Partner** – Build successful relationships, communicate effectively, influence and negotiate.

**Innovate** – Entrepreneurship, growth, continuous improvement, digital transformation.

**Lead** – Inspire direction, lead change, manage and develop people.

### OUR ORGANISATION

Victoria University (VU) is a dual sector (higher education and TAFE) tertiary institution based in Melbourne, Australia. VU has academic colleges, each covering a broad discipline of study, and several research institutes and research centres. The University has campuses in Melbourne's CBD and western region, and a campus in

People and Culture use only

<b>Date Updated</b>	29/10/2021	<b>Date Classified</b>	29/10/2021
---------------------	------------	------------------------	------------

Sydney. It also offers courses at partner institutions throughout Asia. Almost 43,000 students, including around 14,000 international students, study VU courses worldwide. In 2016, VU celebrated its 25th anniversary as a university, which also marked its 100 years as an educational institution.

## ORGANISATIONAL UNIT

The Student Administration Portfolio is led by the Director, Student Administration and is responsible for managing key administrative processes in the areas of admissions, scholarships, enrolments, student financials, students systems, assessments, student progress and graduations, and for advising other Victoria University departments about these areas.

Student Administration supports students throughout their time at VU through applications, enrolment, fees, results and graduation. We aim to create efficient and innovative administrative services for all our students and staff. Student Administration is committed to providing a high quality service to provide students with a seamless experience, enabling students to focus on their studies and success.

This collaborative and integrated service works across the University and with other stakeholders to support students throughout the student life-cycle.

## MAJOR TASKS AND ACCOUNTABILITIES

- ◆ Develop a strong working knowledge of VU's student management system and associated work instructions and sound understanding of business processes relating to student enrolment services. Provide review and update to work instructions and business processes.
- ◆ Under broad direction, coordinate enrolment related activities to ensure timely and accurate delivery of enrolment support services and actively contribute to and support the team in workload management, process development and continuous improvement.
- ◆ Prepare and provide a range of written communication including; responses on specialist enrolment enquiries received from all stakeholders including VU Polytechnic, using Rightnow.
- ◆ Have a thorough understanding of all compliance requirements for student enrolments for all Vocational Education students and demonstrate confidence in ensuring adherence to all compliance requirements.
- ◆ Understand the needs of others in the team, VU Polytechnic and student services partners or other internal networks, and share information to facilitate coordination of work between areas including preparing, updating and delivering enrolment specific training and support within the team, partnerships and networks.
- ◆ Identify gaps in current processes and follow direction to ensure successful implementation of solutions specifically around quality provision of student administration processes with a focus on excellent student experience
- ◆ Exercise professional judgement regarding the application and adaptation of VU policies, practices and/or systems, when making choices to achieve objectives.
- ◆ Assist with processing all VET Enrolment activities to support resolution of logged issues and the day to day outstanding data entry workload.

- ◆ Have a thorough understanding of the Student Services Standards and ensure implementation across all aspects of work undertaken on a daily basis.

## TYPICAL/MAJOR CHALLENGES

### Judgement

- ◆ Thinks beyond narrow and/or established perspectives and reviews own approaches to issues
- ◆ Seeks an understanding of the bigger picture rather than focusing on the process
- ◆ Demonstrates inclusiveness by seeking the views of others when reviewing approaches to own work

### Independence

- ◆ Organises and prioritises own work in order to achieve goals and meet deadlines
- ◆ Completes action items and immediate goals
- ◆ Ensures outcomes meet expectations

### Problem Solving

- ◆ Identifies gaps in how things are done and follows direction in ensuring successful implementation of solutions
- ◆ Looks at situations from different angles and contributes to discussion about better ways of doing things
- ◆ Treats challenges as an opportunity to learn new skills

## LEVEL OF SUPERVISION

- ◆ Operates under routine supervision/general direction from the Enrolments Coordinator and may be required to manage other administrative, technical and/or professional staff.

## PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

- ◆ An understanding of role related University policies and procedures and how they interact with other related functions.
- ◆ High level knowledge and experience of MS Suite including Outlook, Word and Excel.
- ◆ Strong aptitude to work with relevant University systems and databases, including VU Connect and Right Now.
- ◆ Awareness of quality assurance policies and procedures and other relevant legislative and compliance requirements regarding enrolments.

## KEY SELECTION CRITERIA

### **Essential**

1. Knowledge or Training Equivalent to: Completion of a degree without subsequent relevant work experience; or completion of an associate diploma and at least 2 years subsequent relevant work experience; or completion of a post-trades certificate or advanced certificate and extensive relevant experience as a technician; or an equivalent combination of relevant experience and/or

education/training.

2. Well-developed verbal and written communication skills and the ability to maintain confidentiality.
3. Well-developed interpersonal skills, including the ability to interact effectively with a diverse range of staff and students in a University environment in order to meet the position objectives.
4. Demonstrated ability to work cooperatively and effectively as part of a team, together with the capability to work independently and to deliver quality customer service.
5. Demonstrated ability in the exercise of initiative, judgement and decision making.
6. Demonstrated ability to organise and prioritise workload in a busy/demanding environment and complete competing work tasks within specified timeframes.
7. Demonstrated capacity to understand and comply with employer policy and practices in all aspects of work and conduct, including OH&S and Anti-Discrimination responsibilities and complete/attend relevant training.

### **Desirable**

1. Understanding of and willingness to comply with quality assurance policies and procedures and other relevant legislative and policy requirements applicable to the University.
2. Knowledge of and previous experience in a tertiary education institution.